



# WASHINGTON MANAGEMENT SERVICE RECRUITMENT ANNOUNCEMENT

Washington State Department of Corrections

## Information Technology Operations Manager

*This position is in the Washington Management Service*

**OPENS:** February 23, 2010  
**CLOSES:** February 28, 2010  
**COMPENSATION:** \$67,140 – 83,928 Annually – WMS Band 3  
**LOCATION:** Lacey, Washington

### **AGENCY PROFILE:**

The Department of Corrections, as a partner in the criminal justice system, enhances public safety, administers criminal sanctions and programs in accordance with the law, and provides leadership for the future of corrections in Washington State.

The Department consists of the Office of the Secretary, Community Corrections Division, Prison Division, Government Community Relations & Regulatory Compliance Division, Administrative Services Division, Offender Treatment & Re-Entry Programs Division, and Health Services Department. The Department employs over 9,100 staff and has a biennial budget of approximately \$1.8 billion.

The agency mission: To Improve Public Safety

### **THE OPPORTUNITY:**

The Southwest (SW) Regional IT Operations Manager is the customer liaison for IT and reports to the Deputy CIO for IT Operations. This position requires complex technical judgment and effective resource management within the region of responsibility to assure congruency with overall planning and direction for alignment with the Information Technology Program and the agency Mission.

### **PRINCIPAL RESPONSIBILITIES:**

This position demonstrates a high degree of management skill and technical ability to influence personnel within the statewide and regional framework. Managers and supervises all SW Regional Information Technology staff and resources. Recommends and reviews IT policy, Regional IT Manager is responsible for five institutions and all community corrections offices within the geographical area of responsibility.

Ensures Regional IT data is maintained and workload is documented and managed in IT's help desk system Service Desk Express (SDE).

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and strives to create a safe environment for individual uniqueness.

## **Information Technology Operations Manager**

### **Page 2**

Provides status reports or special data as requested for IT data analysis and in GMAP\ reporting.

Actively participates in meetings with a positive attitude and contributes to the goal of collaborative outcomes.

Effectively communicates IT expectations and customer needs with facility superintendents and Regional Field Administrators or appropriate Management teams in the regions. Consults with customers on IT components for strategic planning and data recovery.

Schedules and conducts site visits with each institution and field offices within the region to provide opportunity for meetings with the superintendent, Regional Administrator, Field Administrators or designated staff.

Conduct face to face meetings with IT staff within region of responsibility.

Ensure communication is disseminated to IT staff in the SW Region within designated timeframes and ensures effective communication to customers.

Prepare meaningful Performance Development Plans to enhance the effectiveness of employees through timely appraisal and professional development opportunities. Ensure position descriptions are up to date and accurately reflect the work being performed.

Plans, coordinates, and directs the use of Information Technology within the SW Region to support Departmental objects and strategies.

Provides oversight for analysis, design, implementation, and maintenance of DOC's network infrastructure and backbone within the SW Region. Manages design, installation, and implementation of the SW Regional LAN.

Provides consistent approaches for delivery of technology services and adheres to and incorporates agency technology standards.

Provides input into policy and procedure development.

### **DESIRABLE QUALIFICATIONS:**

Microsoft Certified Systems Engineer

Minimum of one year of experience managing technical IT staff.

**DEMONSTRATED COMPETENCIES:**

The preferred candidate will possess demonstrated knowledge, skills and competencies in:

- Direct technically trained IT professionals.
- Manage user requirements and expectations over multiple functional areas.
- Balance competing demands and priorities for resources and negotiate scope of responsibilities.
- Manage multiple project dependencies, minimizing impact to staff productivity.
- Plan and budget for resource requirements. Balance workload and create effective work plans.
- Develop and adhere to IT standards.
- Identify which issues are critical and plan the best course for issue resolution.
- Effectively plan all stages of a project from its initial concept to its successful completion.
- Effectively set priorities and establish challenging, attainable goals and objectives.
- Manage expectations of program areas across a broad spectrum of technical and executive level.
- Create quality documents for internal and external review.
- Work within the political environment.
- Recruit, select, train, motivate, and retain capable, productive employees.
- Understand and cultivate stakeholder relationships.
- Understand and cooperate with external agencies as well as internal divisions and programs.
- Promote a cooperative team effort.

Requires complex judgment and advanced technical skills in the following areas:

- Network protocols.
- Network topologies.
- Network operating systems.
- LAN distribution system designs.
- Desktop operating systems.
- Project management

**APPLICATION PROCESS:**

**Apply by submitting:**

- Letter of interest addressing your experience and qualifications relevant to the position as described in this announcement
- Current resume that includes names of employers, dates of employment, and education
- Provide a list of three professional references to include your current supervisor with current addresses and phone numbers.
- Written responses to the questions listed on page 6.
- As a separate part of the recruitment process, applicants are requested to voluntarily complete the attached applicant profile and return it with the application packet. Application profiles are confidential.

**Electronic applications will be accepted. To ensure consideration for the initial review, completed application packets must be received by February 28, 2010 and should be forwarded to:**

Tracy Wynder, HRCA 2  
P.O. Box 41145  
Olympia, WA 98504  
Fax 360-407-3909  
Phone 360-486-2218  
[Tracy.Wynder@DOC.WA.GOV](mailto:Tracy.Wynder@DOC.WA.GOV)

The Washington State Department of Corrections is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities, and persons over 40 years of age to apply.

To ensure equal employment opportunity, we ask your voluntary cooperation in responding to the Applicant Profile Data Form. This information will be treated as confidential and will be available only to authorized personnel

## PROFILE DATA

The Department of Corrections is an Equal Opportunity employer, and as such, encourages women, racial and ethnic minorities, persons with disability, and disabled and Vietnam era veterans to apply. We request your voluntary answers to the Profile Data listed below. Please complete the information and return this document with your Letter of Interest and Resume. Your answers will be treated as CONFIDENTIAL.

NAME: \_\_\_\_\_

Position for which applying: \_\_\_\_\_

Please check any/all of the following that may apply:

- ☐ Male
- ☐ Female
- ☐ Age 40 or older
- ☐ Disabled veteran (30% or more disabled)
- ☐ Vietnam Era Veteran
- ☐ Caucasian
- ☐ Black/African American
- ☐ Hispanic
- ☐ Asian/Pacific Islander
- ☐ Native American

Other: Please indicate  
race/culture \_\_\_\_\_

If you are more than one race, please also  
check "Multi-Racial" and indicate your  
preference for Affirmative Action purposes.

☐ Multi-  
Racial: \_\_\_\_\_

Do you have a physical, sensory, or mental condition that substantially limits any of your major life functions, such as working, caring for yourself, walking, doing things with your hands, seeing, hearing, speaking, learning. Yes ☐ No ☐

Signature \_\_\_\_\_ Date \_\_\_\_\_

Again, you are encouraged to complete the information above and return this document with your letter of interest and resume.

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Please assist our agency in its recruitment efforts by indicating how you learned of this career opportunity.

- ☐ Department of Corrections Recruitment Announcement
- ☐ Department of Corrections Website
- ☐ Department of Corrections Job Line
- ☐ Newspaper
- ☐ Professional Magazine/Periodical
- ☐ Employment Service Center
- ☐ Other Website (please specify) \_\_\_\_\_
- ☐ Job/Career Fair – Location \_\_\_\_\_
- ☐ State Agency (office/location) \_\_\_\_\_
- ☐ Other

Thank you for responding to our survey.

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**Information Technology Operations Manager**  
**Page 6**

Please submit responses to the following questions for the SW Region Information Technology Operations Manager position.

**RESPONSES ARE LIMITED TO A MAXIMUM OF ONE (1) PAGE PER QUESTION.**

- Please describe your past experiences in helping staff move through either a change in process or an organizational change.
- Describe the largest project you have led or been involved in, to include whether the project was completed within scope, schedule, and budget. What went well? What would you do differently in your next project?
- Describe your experience in working with business to analyze their work flow, design (or alter) IT processes to improve business's efficiency and ensure IT brings value added to the organization.